I.S. TECHNICIAN

DISTINGUISHING FEATURES
The fundamental reason the I.S. Technician position exists is to oversee the service and installation of PC workstations, printers, peripheral equipment, and cabling. Work is performed under general supervision of the I.S. Technician Supervisor.

ESSENTIAL FUNCTIONS:

Performs routine technical duties required to maintain and repair computer terminals, PC's, printers and peripherals to the "board level."

Performs staging of new PC's, operating system configuration, application installation and integration of peripheral components.

Uses common hand tools and operates a variety of standard and power driven equipment and/ or machinery.

Moves heavy objects, including computer terminals, printers, cabling, etc., weighing 50 pounds or more to deliver equipment to various work sites.

Maintains administrative records pertaining to maintenance schedules and procedures, service records, repair manuals and schematics. Updates the on-line work order inventory system.

Communicates effectively with professional, technical and clerical staff both orally and in writing.

Operates a motor vehicle.

Perceives and interprets customer needs and translates them into effective solutions and operational policy.

Attendance and punctuality are essential functions to this position.

Provides Helpline support on a rotational basis.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities:
Knowledge of:

Windows NT and Microsoft office products
Computer Repair
Working knowledge of disc operating systems
Research methods and techniques.
Design specification development.
Data communications security and privacy techniques.
I.S. processes, regulations, codes, ordinances and terminology.
Thorough working knowledge of MS Windows, UNIX, and TCP/IP network environments.

Ability to:

Analyze, interpret, and present research findings.

Conceive a variety of solutions to functional problems and to reduce abstract ideas to easily understood procedures.
Understand database organization access and retrieval technique.

Education & Experience
Requires completion of an accredited electronics technical course, or equivalent training and one year experience in the field of computer repair. Requires experience in troubleshooting and staging of PC hardware and related equipment. Requires a valid Arizona driver's license with no driving violations in the last 39 months.

FLSA Status: Exempt   HR Ordinance Status: Unclassified